

Springdale Fire Department **Backup Driver** **Certification Program**



Operational Procedures

SPRINGDALE FIRE DEPARTMENT

Backup Driver Certification Program Operational Procedures

I. Introduction

A. Purpose:

To provide Operational Procedures for Springdale Fire Department personnel using a “performance based” program.

B. Background:

The intent of The Backup Driver Certification Program (B.D.C.P.) is to broaden the participant’s skills, knowledge base, and prepare the individual for the Driver Operator position. In doing so, the Department will gain diversification and will create a well-trained core of individuals to draw upon for future promotional opportunities. The Backup Driver Certification Program is designed to provide a formal training and examination process which will ensure all Backup Drivers have attained a certain level of qualification. The goal is to provide the department with a list of firefighters who are qualified to safely handle fire apparatus in a variety of emergency and non-emergency situations. The certification process will also provide future Driver Operator candidates with a solid foundation of the knowledge and skills that are necessary to be a competent engineer.

C. Scope:

This Operational Procedures applies to all members of the Fire Department that are utilized as Backup Drivers.

D. Author:

The Battalion Chief assigned to the Training Division shall be responsible for the content, revision, and annual review of these Operational Procedures.

E. Objectives:

These Operational Procedures are intended to strengthen the Department’s effectiveness in primary qualification criteria and performance, measured on the job by an approved evaluator while maintaining the highest degree of personnel safety and public protection possible.

F. Definitions

See Behavioral Objectives

II. Responsibility

A. The Department

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Is responsible for providing fire protection and life safety services to the communities we protect. It must maintain a qualified workforce, meeting established standards to fill a Backup Driver position.

B. Officers

Shall have a thorough knowledge of these Operational Procedures, and shall place the life safety of both their personnel and the public first when evaluating the actions of the perspective candidate.

C. Personnel

Shall understand and apply these procedures when exercising their duties during performance of each task.

D. All employees

Shall extend the rights and privileges to those individuals who are performing tasks according to these Operational Procedures and Springdale Fire Department Policies and Procedures.

III. Policy

A. Overview:

The (B.D.C.P.) is a “performance based” qualification program using criteria on real performance, measured by approved standards and evaluated by Company Officers or Driver Operators, on individual tasks.

B. Intent:

The intent of the B.D.C.P. is to qualify department personnel who met the established standards as fulfilling the performance requirements to fill position of Backup Driver in accordance with Department Policy and Training.

C. Components of the B.D.C.P.:

1. Backup Driver Task Book

The B.D.T.B. contains all the critical tasks required to perform the job. The B.D.T.B. has been designed in a format that will allow documentation of a candidate’s ability to perform each task. Refer to the Administrators Guide; for further description of its design and use.

2. Participation

All qualified personnel shall participate in the B.D.C.P.

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3. Prerequisites

- a. All personnel must have successfully completed their probationary period prior to entering the B.D.C.P.
- b. Possession of a current Arkansas Driver's license.

4. Department Certification

- a. All firefighters who have successfully completed their one year probationary examination are eligible to enter the B.D.C.P.
- b. Once the B.D.C.P. process has begun, the participant must complete the program within eighteen months.
- c. Prior to acquiring Backup Driver Certification the participant must show proof of completion of all courses required for Backup Driver certification.
- d. A key component in the certification process is the performance evaluation by the participants' supervisor and concurrence of the Shift Battalion Chief of the individual's capability to perform as a Backup Driver.
- e. The final component in the certification process is the performance evaluation by the Training B.C. or his designee. This evaluation can encompass apparatus driving, aerial apparatus deployment, pumping and tools and equipment skills and knowledge.

IV. Procedures

A. Individual:

- 1. The individual is the candidate to whom a B.D.T.B. has been issued. It is the responsibility of the individual candidate to:
 - a. Review and understand the instructions in the B.D.T.B.
 - b. Identify desired goals and objectives for an assignment.
 - c. Ensure that they are ready to perform the tasks of the position prior to undertaking a position performance assignment. This may include completion of suggested training courses and on-the-job training assignments.

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- d. Provide background information (training experience) to evaluator.
- e. Complete the B.D.T.B. within 18-month period.
- f. Make sure that a qualified evaluator initials all tasks as they are completed in the task book.
- g. Safeguard the B.D.T.B. This is extremely important, as the B.D.T.B. is the only record of task performance. A lost or destroyed B.D.T.B. may require additional position performance assignments.
- h. Provide the completed B.D.T.B. to the Training Battalion Chief for review. The original will be kept with the personal training records, administered by the Training Battalion Chief.

B. Shift Captains:

- 1. Refers to the individual's Captain on the shift and qualified evaluator(s) within the department.
 - a. Ensure that the candidate meets all the prerequisite training and experience requirements for the position as stated in the Operational Procedures.
 - b. Explain to the candidate the purpose and process of the B.D.T.B. as well as the candidate's responsibilities.
 - c. Provide opportunities for evaluation and/or make the candidate available for evaluation.
 - d. Provide opportunities for non-incident ("o") task evaluation, for position performance assignments on local incidents. Evaluators must be qualified in the position they are evaluating.
 - e. Confirm B.D.T.B. completion.
 - f. Issue a performance evaluation and recommendation to the Training Battalion Chief regarding the candidate's qualifications for certification as a Backup Driver.

C. Shift Battalion Chief:

- 1. Will be responsible for managing the training and qualification program on each shift.

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2. Conduct periodic progress reviews to ensure that assignments are proceeding as planned.
3. Issue review performance evaluation and recommend to the Training Battalion Chief regarding the candidate's qualifications for certification as a Backup Driver.

D. Training Battalion Chief:

1. Ensure that persons selected as candidates meet all prerequisite training and experience requirements for the position as stated in the Operational Procedures.
2. Issue the B.D.T.B. to the candidate, explain the purpose of the B.D.T.B. and the training qualification process, and ensure that the candidate clearly understands the responsibilities. **B.D.T.B. can only be issued by the Training Battalion Chief or the Company Officer at the Training Battalion Chief's discretion.**
3. Ensure that the candidate has the opportunity to acquire the skills/knowledge necessary to perform the position.
4. Track the progress of the candidate. This is the responsibility the Training Battalion Chief shares with the candidate and Company Officer. The B.D.T.B. should be reviewed and the training plan evaluated after each position performance assignment.
5. Conduct a completion interview with candidate to ensure that the B.D.T.B. has been properly completed. Make a determination on certification. This determination should be based on the individual's performance evaluation, completed tasks, and recommendation of the Shift Company Officer and Shift Battalion Chief.
6. Completion of the prerequisite training and experience requirements alone does not guarantee that an individual is qualified to perform the work. Only the Training Battalion Chief has the authority to certify an individual's qualifications.
7. Issue proof of certification, which is in the form of a letter from the Training Battalion Chief to the individual completing the program. In addition a memo will be issued to all staff personnel, officers and shift personnel announcing the completion of the program with the individual's name.

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E. Evaluator:

1. The evaluator is the person who will actually observe the tasks being performed and document successful performance.
2. The evaluator must be certified or is a subject matter expert, approved by the Training Battalion Chief in the position being evaluated.
3. Meet with the candidate, as the first phase of a position performance assignment and determine past experience and training, current qualifications, and desired goals and objectives of the assignment.
4. If the evaluator determines that the candidate does not meet the prerequisites for the position or does not have the knowledge, skills and abilities to perform the tasks of the position, then the position performance assignment must not be completed.

Note: The B.D.T.B. is designed primarily for the evaluation of individual performance, but they may also be used as a basis for on-the-job training. However, the functions of training and evaluation must remain separate.

5. Review the tasks in the B.D.T.B. with the candidate and explain the procedures that will be used in the evaluation and the objectives, which should be met during the assignment.
6. Reach agreement with the candidate on the specific tasks, which can be performed and evaluated during the assignment.
7. Accurately evaluate and record the demonstrated performance of tasks. The quality of experiences gained in a given position should be closely evaluated when making a determination of completion of tasks requiring tactical safety decision making.

Note: This is the evaluator's most important responsibility and what makes the whole performance based qualification system work.

V. Staffing

- A. Staffing shall follow the Springdale Fire Department's current policies and procedures.

VI. Certified Backup Driver's Responsibilities:

- A. Certified Backup Drivers shall hold all the authority and responsibility of a Driver Operator, while performing in that capacity.